

Department of Child • Support • Services

E-message • Summer 2012



Got Customer Connect?

Get account information at www.childsup-connect.ca.gov
or by phone at **866-901-3212**, 24 hours a day,
seven days a week.

You can:

- view payments and balances
- review or update case information
- get payment information
- check account balances
- send us an email to request services or to provide us information
- check court dates and appointments

Requesting Modification Due to Change in Circumstance

If there has been a significant change affecting your financial situation, it may be time to request a review of your case to determine if you qualify for a modification of your child support amount.

Submit a *Request for Modification* of child support, if any of the following has occurred:

- Increase or decrease in income, expenses, child care costs, or health care premiums
- Significant changes in visitation or custody arrangement
- Changes in health care coverage or availability of coverage

You may file your own motion by visiting www.sdcourt.ca.gov.

Get on the Road

Failure to make child support payments on time can result in denial or suspension of driver's and professional licenses. However, the DCSS will work with you to resolve the delinquency. If you have questions about a license suspended by the County of San Diego DCSS, call **866-901-3212**.

Business Hours and Holidays

For payments:	8:00 am to 5:00 pm, Monday - Friday	
Call Center Hours:	7:30 am to 4:30 pm, Monday - Friday	
Holidays Observed:	Labor Day	September 3, 2012
	Columbus Day	October 8, 2012
	Veterans' Day	November 12, 2012

For branch hours, please see below:

Compromise of Arrears Program

Parents who owe child support arrears for a period of time when their children received public assistance may qualify to have their arrears reduced.

You may be eligible if:

- At least \$501 is owed for a period of time your children received public assistance in California.
- All the arrears owed on your case cannot be paid off within three years, based on current income and assets.



Protections for Military Service Members

Did you know that you have specific protections that may impact your child support matter?

The enactment of the Service Members Civil Relief Act (SCRA) provides protection to all active duty service members, reservists, and members of the National Guard when called to active duty. The intent is to grant service members the opportunity to postpone court hearings regarding certain civil obligations.

This protection enables service members to devote their full attention to their military duty. Visit our website, call us, or stop by our office to learn more.

Our Mission:

To enhance the lives and well-being of children and promote family self-sufficiency by establishing and enforcing support orders.

Office Locations:

Downtown Courthouse
220 West Broadway, San Diego, CA 92101
Open 7:30 am – 4:00 pm, Monday - Friday
www.sandiegochildsupport.org

North Central Family Resource Center
5055 Ruffin Road, San Diego, CA 92123
Open 8:00 am to 5:00 pm, Monday - Friday
(Accepts credit card payments only)

Vista Courthouse Complex
325 South Melrose Dr., Vista, CA 92081
Open 7:30 am to 4:00 pm, Monday - Friday
(Enter through Traffic Court Annex by 3:30 p.m.)